Frequently Asked Questions (FAQ) Moxi® Mate

Find answers to common questions that arise while using Moxi® Mate. For more assistance, visit the Moxi® Mate User Guide, and the Troubleshooting Guide accessible from the same web page as this document.

Document Sections:

Section 1: General

Section 2: Setup

Section 3: Moxi Menu Questions

Section 4: Multi-room Functionality

Section 1: General

What special features are available on the Moxi Mate?

SuperTicker to see the latest on news, weather, sports, and entertainment.

Games to access Moxi's collection of parlor games.

Media Link to access photos, music and videos on networked media servers, including Moxi HD DVRs and Mates. If you choose to use PlayOn™ as one of the DLNA servers on your computer, you'll get access to some of the best Internet video content, including Netflix®, Hulu™, YouTube™, and more.*

Photos to access Flickr® photos which can be displayed in a Mosaic 2D format, with selectable options for background music.

Jukebox to access the online music libraries of Rhapsody™** and Finetune™.

MoxiNet to access predefined websites as well as ten of your favorite sites setup in your account at moxi.com.

Settings to customize the Moxi Menu to suit your personal preferences and your system (TV Setup, Aspect Ratio, Audio Output, Sound Effects, Grid Guide); to obtain diagnostic information or reset the device to factory settings (Moxi Setup); or to view Terms and copyright information (Terms/copyright).

Messages to read alerts or notices sent to you by customer care.

*PlayOn™ is a MediaMall Technologies product that you can download from www.moxi.com.

**Rhapsody requires an account.

© ARRIS Group, Inc. 2009. All rights reserved.

The information contained in this document is provided solely for use in connection with Moxi-brand products and services. Trademarks: ARRIS Group, the ARRIS Group logo, Moxi, the Moxi logo, and combinations thereof are trademarks of the ARRIS Group, Inc. in the USA and other countries. All other product, service or brand names are the property of their respective owners.

Return to the start of the document

After I register my Moxi HD DVR, do I need to do anything else to use the special features in the Moxi Menu?

Versions of some of the following special features are available immediately through the Moxi Menu. Refer to this list to decide if you need to go to **My Moxi Features** in your account at moxi.com to set up options available for these special features:

- Using Media Link, the PlayOn Digital Media Server* will give you access to great Internet video content, such as your Netflix® instant play movies, your Hulu™ account, YouTube™, various TV network sites, and more. For a limited time, a free one year's subscription to PlayOn Premium is available at moxi.com. Sign in to your account, choose My Moxi Features, Media Link, and follow the instructions to set up PlayOn.
- A 30-day free trial of **Rhapsody** is immediately available. Just open **Jukebox** on the Moxi Menu, select Rhapsody and agree to the terms. After thirty days—or when you want a Rhapsody subscription, go to www.rhapsody.com/moxi/go to subscribe, and then register that subscription at **My Moxi Features** in your account at moxi.com. Moxi supports Rhapsody To Go and Rhapsody Unlimited.** (Comcast Rhapsody account types are not supported by Moxi.)
- You can view a Flickr feature known as "Interestingness" or photos from other Flickr users in Photos without your own Flickr account. First, select those options in My Moxi Features in your account at moxi.com. If you want to upload your own photos to Flickr in order to view them on your TV, go to Flickr.com for a free Flickr account and then register your Flickr account information in My Moxi Features in your account at moxi.com.
- The Finetune service, accessed through Jukebox, is free and available immediately through the Moxi Menu. If you create your own Finetune account at www.finetune.com, in order to create your own profile, register your Finetune account information in **My Moxi Features** in your account at moxi.com. Then you'll be able to access your profile from your TV.
- Favorite websites can be accessed through **MoxiNet** after they are defined in **My Moxi Features** in your account at moxi.com.

*PlayOn™ is a MediaMall Technologies product that you can download from www.moxi.com.

**Rhapsody requires an account.

Which video resolution modes are supported by the Moxi Mate?

The Moxi Mate supports 480i, 480p, 720p, 1080i and 1080p.

What items are shipped with the Moxi Mate?

The following items are shipped in the package:

- Moxi Mate
- Moxi Mate remote control
- Composite cables
- Component cables
- HDMI Cable
- Ethernet Cable
- Customer Advisory Information
- Quick Start Guide

© ARRIS Group, Inc. 2009. All rights reserved.

Return to the start of the document

What is the retail price of the Moxi Mate?

See www.moxi.com for current pricing.

Where can I find a Moxi Mate?

The Moxi Mate is available directly from www.moxi.com and from www.amazon.com.

Can I receive a TV signal with the Moxi Mate?

No, the Moxi Mate does not have a TV tuner. The Mate does give you access to streamed live TV and recorded TV content from Moxi HD DVRs which are connected to your Home Network.

Do I need a CableCARD™ for my Moxi Mate?

No. The Moxi Mate does not have a TV tuner and therefore cannot receive a TV signal from your cable system, over-the-air (OTA), or satellite. Therefore, it does not need and cannot use a CableCARD™.

Do I need a Switched Digital Video (SDV) Tuning Adapter for my Moxi Mate?

No. Switched Digital Video (SDV) technology allows your cable service provider to manage the delivery of SDV channels to homes in your neighborhood. Since the Moxi Mate does not have a TV tuner and therefore cannot receive a TV signal from your cable system, you do not need an SDV Tuning Adapter for the Moxi Mate. However, when watching live TV streamed from another Moxi device with an SDV Tuning Adapter, the Mate TV will display all SDV messages. (Refer to the Moxi HD DVR FAQs and the SDV Overview at the same location on the moxi.com website for additional information on Switched Digital Video.)

I have an SDV Tuning Adapter on a networked Moxi HD DVR. Is my Mate subject to the SDV policies when I am watching content streamed from that HD DVR?

Yes, the Mate will receive the SDV messages and is subject to the SDV policies. Respond to any messages you receive while watching streamed content.

Can I access my cable company's video on demand and pay-per-view services through the Moxi Mate?

Neither the Moxi Mate, nor the Moxi HD DVR can currently access digital cable services provided by your cable service provider, such as video-on-demand, enhanced program guide, and pay-per-view. To receive those services on a TV using the Moxi HD DVR or the Moxi Mate, attach a separate cable company-provided set-top box. These features may be available in future versions of Moxi products. For more information about accessing interactive digital cable services now, please call your local cable operator.

Is an HDMI® cable included with my Moxi Mate?

Yes, the Moxi Mate does include an HDMI cable.

Do I have to keep the Ethernet connected to use the Moxi system?

Yes. Access to Internet services like Finetune™, Rhapsody®, and Flickr® require an Ethernet connection. Moxi applications such as MoxiNet, and SuperTicker also require Internet access. Media Link requires an Ethernet connection from a home router in order to provide a private IP address to the Moxi Mate. Finally, an Ethernet connection is also used to download software updates that keep your Moxi Mate running smoothly.

© ARRIS Group, Inc. 2009. All rights reserved.

Return to the start of the document

What is a Moxi ID and where do I find it?

An example of the Moxi ID is shown below. It is provided on the back panel of your Moxi system and printed on the box in which it came. It is also provided on the Moxi Setup screen when the device is powered on.

What's the difference between the Moxi ID and the registration code?

The Moxi ID identifies your device. The registration code for a specific device is emailed to you after completing account registration for that device at www.moxi.com.

How can I transfer a Moxi device from one account to another?

The device must be **Reset** through the **Moxi Menu/Settings/Moxi Setup** card, which also removes the device from your Moxi account. (Note: the reset button on the front panel restarts your Moxi system—it does not perform the same function as the **Reset** option.) The **Reset** option removes the device from the account it is currently registered to and also gives you the ability to remove existing EPG information and recorded shows, as well as other feature-specific information like Finetune radio custom playlists and Flickr photo sets. After the device is removed from the current account, it can be added to any Moxi account and activated. Please note that when the **reset** option is selected, all content on that DVR will be deleted. Due to third party restrictions, the content on the DVR cannot be transferred to another Moxi HD DVR or a different device.

Section 2: Setup

Video & Audio

Home Network Setup

Create a new Moxi account

System Setup

Remote Control

© ARRIS Group, Inc. 2009. All rights reserved.

Return to the start of the document

Video & Audio

How do I decide which type of video and audio connection I should use between the Moxi system and my TV and audio receiver?

Select the highest quality video and audio connection that your TV and optional audio receiver allow. The list below shows the preferred connection first, and the remaining connections in descending order. Note that S-Video and S/PDIF optical cables are not supplied with the Moxi system.

Video Output Options	Audio Output Options
HDMI	None required
Component	S/PDIF (optical digital audio); RCA coax (electrical digital audio) Red/white RCA (analog audio)
S-Video	S/PDIF (optical digital audio); RCA coax (electrical digital audio) Red/white RCA (analog audio)
Composite	S/PDIF (optical digital audio); RCA coax (electrical digital audio) Red/white RCA (analog audio)

© ARRIS Group, Inc. 2009. All rights reserved.

Return to the start of the document

Home Network Setup

Are the Home Network requirements different for single and multi-room Moxi configurations?

Yes, the Home Network connection requirements depend on the Moxi configuration being used. Refer to the following table to determine the Home Network requirements for your configuration.

Moxi configuration	# of Moxi devices simultaneously in use	Connection speed	Recommended Connection types for optimal performance*
Single room Moxi HD DVR	N/A	100 Mbps	• Wired (for best performance) • MoCA adapters • Powerline AV adapters **Note:** Wireless adapters/bridges may be sufficient if you are NOT performing DLNA video streaming or downloading large amounts of data.
Multi-room (Multiple HD DVRs and/or Mates)	One Moxi HD DVR in use while two other Moxi Devices (HD DVR or Mate) are streaming live or recorded content	100 Mbps or higher	• Wired • MoCA adapters (We recommend any MoCA adapter kit that can transfer speeds over 100 Mbps. Most MoCA Ethernet adapter kits support 200 Mbps or higher) • Powerline AV adapters (e.g., HomePlug 1.0 AV). HomePlug Alliance-certified Powerline AV adapters can enable a reliable high speed network connection of up to 200 Mbps. Powerline AV adapters with a lower throughput are unlikely to work for multi-room configurations.

*Home Networking equipment sold separately by various manufacturers.

For Media Link to function properly, make sure that:

- Your Moxi HD DVR is not connected through a Virtual Private Network(VPN) tunnel.
- Your computer is set up to share content according to your server's instructions.
- Your server software is not blocked by a Firewall.

How do I connect my Moxi system to my broadband connection using a wired data connection?

The Moxi system needs a full-time broadband Internet connection in order to update your software and program guide data, and to provide access to Moxi's special features. Depending on the Moxi features you plan to use, you can either attach a broadband Internet connection directly to the Ethernet port on your Moxi device, or you can connect a network cable between the Ethernet port on the rear of the Moxi system and your Home Network. (Home Network connection required for multi-room features with multiple Moxi devices.) You can use Media link without an Internet connection to access locally stored digital content such as photos, music and video within the same Home Network as your Moxi device; however, access to internet based video, such as Netflix and other Media Link features require an Internet connection.

© ARRIS Group, Inc. 2009. All rights reserved.

Return to the start of the document

How do I connect my Moxi system to my broadband connection using a Powerline connector?

If you do not have an Ethernet connection close to your Moxi Mate, you have the option of using Powerline AV adapters. Powerline AV adapters will use your electrical wiring as a transmission medium. Connect one adapter to your modem with an Ethernet cable, and plug it into an outlet. Connect the other adapter to Moxi with an Ethernet cable, and plug it into an outlet.

Note: For Powerline AV Adapters to work properly, make sure that both outlets are on the same electrical circuit.

Note: Follow the manufacturer's recommendations regarding limitations and requirements.

Create a new Moxi account

Why do I need a Moxi account?

You must have an active, properly configured Moxi account so that Moxi can provide the correct Moxi features on your TV.

How do I set up a Moxi account?

First, click on the **Activate a Moxi** link on www.moxi.com and enter your Moxi ID number, respond to the security image and select **Continue**. Follow the directions to enter a user ID (e-mail address), password and security question; click **continue** and confirm the login credentials; complete the account information and name the device; select your cable provider and channel lineup; and finally receive your Registration Key.

I already have an account for a Moxi device. Can I use it for a different Moxi device?

Yes, you can register additional Moxi devices in your existing Moxi account by selecting **Manage Moxi Devices**, and then **Add a New Moxi**. Answer all the questions for the new device.

What is a Registration Key?

After you successfully create your Moxi account and register your Moxi system, you will receive a Registration Key by email, which must be entered during the Setup process on your TV screen.

Can I get my Registration Key from my Moxi account?

After the Registration Key is emailed to you, it remains available online for a few days. Go to www.moxi.com, sign in, click My Account, and then click Manage Moxi Devices. The Activation column for the device in question contains the Registration Key. If the device is not activated within five days, the Key is no longer active. You will have to activate the device again to receive a new Registration Key.

System Setup

After plugging in and powering up the Moxi system, I am seeing various screens saying the Moxi system is checking and updating. How long should that take?

If your Moxi system needs critical updates before starting, the Moxi Setup downloads them automatically. This could take up to 45 minutes, depending on your network connection. If there is a problem, you will receive an error message.

© ARRIS Group, Inc. 2009. All rights reserved.

Return to the start of the document

During Moxi Setup, I am asked to enter my registration key. Where can I find it?

When you successfully set-up your Moxi account and added your Moxi device at moxi.com, you were emailed the registration key. If you don't have the email, sign in to your account at www.moxi.com, and click **Manage Moxi Devices**. The Activation column for the device in question contains the Registration Key.

During Moxi Setup, if I notice account information that is not correct, can I fix it on my TV?

No, the information that is displaying on your TV during Moxi Setup is coming from your Moxi account. You must go to www.moxi.com, sign in, and click **Manage My Account** to correct account information.

I was instructed to restart the Moxi system. How do I do that?

Press and hold the Reset button on the front panel for four seconds. You may also unplug the power cord.

Remote Control

Can the Moxi remote be used to control other components such as my TV and audio receiver?

Yes. If just the TV is programmed, the remote will control the TV power, and TV volume/mute. When an audio device is also programmed, the volume/mute buttons control the audio device.

How do I program the Moxi remote to control the TV and audio device?

Your Moxi remote can be programmed to control both TV and audio devices using the instructions and programming codes provided in the Remote Control Guide at moxi.com/support/documentation. You can reset the Moxi remote to the factory default by selecting the following buttons: Moxi, OK, clear, clear, clear.

Which remote buttons allow me to move ahead and back in a show?

Use the following Moxi remote buttons to navigate through recorded TV shows:

- **rew** rewinds back through a program (at up to three speeds)
- **fwd** fast-forwards through a program (at up to three speeds)
- **replay** goes back 7 seconds
- **back** goes back 15 minutes
- **skip** jumps ahead in increments determined by you in Settings
- **next** jumps ahead 15 minutes
- **pause** plus **fwd** moves forward in slow motion
- **pause** plus **skip** moves forward one frame at a time

Are there any shortcut buttons on the remote?

The User Guide includes many tips to move quickly through the Moxi Menu using the remote. Here are a few:

Press the play button with a current program in center focus to tune directly to the channel.

Press the lens button once to go to Recorded TV.

© ARRIS Group, Inc. 2009. All rights reserved.

Press the clear button to dismiss the flip bar, transport bar, and clear text entered in the search tool.

Press the Moxi button to access the top of the menu structure.

In Media Link, press the right arrow to drill down into a folder; press the left arrow to return to the previous location.

Return to the start of the document

Instead of jumping to each link to navigate on a web page in MoxiNet, can I use the remote to move around the web page more freely?

Yes. With a web page open in MoxiNet, press the "*" button on the Moxi remote in order to bring up the virtual mouse arrow. Use the remote arrow keys to move up/down/left/right on the web page. Dismiss the virtual mouse by pressing the "*" button again.

Section 3: Moxi Menu Questions

Recorded TV

Moxi Menu Settings

Schedule Recordings Remotely

Using Media Link

Using MoxiNet

Using Photos

Using Jukebox

Recorded TV

I have one or more Moxi HD DVRs on my Home Network. Can I watch their recorded TV from my Moxi Mate?

Generally, each Moxi device (Moxi HD DVRs and Mates) on your Home Network can access the recorded content residing on any on-line Moxi HD DVR that is on the same Home Network. All recorded content on connected Moxi HD DVRs displays in the Moxi Menu Recorded TV category of all connected Moxi HD DVRs and Moxi Mates.

Recorded content can only be managed (select **Delete** or set **Recording Options** and **Series Options**) from the Moxi HD DVR where the recording resides. The host Moxi DVR saves the last stop point without regard to which networked Moxi device is viewing the recording. Although only one stop point is saved, multiple devices can view the recorded content at the same time, from different points.

Can I record TV using the Moxi Mate?

No, the Moxi Mate does not have a tuner and therefore cannot receive a TV signal from your cable system, over-the-air (OTA), or satellite, nor is it a Digital Video Recorder. It is not possible to attach an External Hard Drive to the Mate.

© ARRIS Group, Inc. 2009. All rights reserved.

Return to the start of the document

Moxi Menu Settings

Moxi Setup

Moxi Tips

Diagnostics

Parental Controls

TV Setup

Sound Effects

Secondary Audio

Moxi Setup

When would I use the "reset" option in Settings/Setup on the Moxi Menu?

If you change your account or buy or sell a used Moxi system (HD DVR or Mate), you need to select the **reset** option in **Settings**. (Note: the reset button on the front panel restarts your Moxi system—it does not perform the same function as the **Reset** option.) The **Reset** option removes the device from the account it is currently registered to and also gives you the ability to remove recorded shows (HD DVR) as well as other feature-specific information like Finetune radio custom playlists and Flickr photo sets. After the device is removed from the current account, it can be added to any Moxi account and activated. Please note that when the **reset** option is selected, all content on that DVR will be deleted. Due to third party restrictions, the content on the DVR cannot be transferred to another Moxi HD DVR or a different device.

After a Moxi system (HD DVR or Mate), is reset (using the "reset" option in Settings/Setup), how do I get the product setup to run again?

After selecting to reset* the Moxi Mate, reboot the device in order to initiate Moxi setup.

*Please note that when the **reset** option is selected, the device is removed from the account it is currently registered to and also gives you the ability to remove existing EPG information (HD DVR) and recorded shows, as well as other feature-specific information like Finetune radio custom playlists and Flickr photo sets. After the device is removed from the current account, it can be added to any Moxi account and activated. Please note that when the **reset** option is selected, all content on that DVR will be deleted.

Moxi Tips

How can I get tips about using Moxi Menu while I'm watching TV?

The Moxi Tips option in the Settings category offers tips for using your Moxi system and Moxi Menu features.

Diagnostics

What kind of information can I get from Diagnostics?

Customer Info, Network Status, Service Status, and Hardware Status information that may be helpful to determine if Moxi is functioning properly is available in Diagnostics, accessed thru the Settings category in the Moxi menu. Refer to the Moxi Mate User Guide in the Support section of

© ARRIS Group, Inc. 2009. All rights reserved.

Moxi.com for additional details. If you contact Customer Support, they may guide you to the information in Diagnostics to help resolve your questions.

Return to the start of the document

Parental Controls

Where does Moxi get the rating for a show broadcast on TV?

Moxi enforces ratings from both the Electronic Guide Data and broadcast streams. (Broadcast streams sometimes contain Content Advisory Ratings.) The Content Advisory Ratings are applied if Parental Controls are On and the rating is different than the Electronic Guide Data rating.

How do parental controls work with shows with an Electronic Program Guide Data rating of "Not Rated (N/A)"?

Moxi interprets "Not Rated" as a "Mature audiences only" (MA) rating. "Unrated" or a missing rating is not restricted at all. Broadcast movies marked Not Rated are treated as the most restrictive media—NC-17. Keep in mind that Content Advisory Ratings in the broadcast stream are applied if Parental Controls are On and this rating is different than the Electronic Guide Data rating.

How do parental controls work with shows that have both a TV rating and an MPAA rating?

If a show carries both a TV rating and an MPAA rating, and the user has a TV rating lock set, the show should lock according to the TV rating and ignore the MPAA rating.

If a program is locked on a networked Moxi HD DVR, will it automatically be locked if streamed to a Mate or other Moxi HD DVR?

No, live and recorded content is restricted according to the Parental Controls settings on the Moxi device receiving the streamed content.

If you want streamed content to have the same Parental Controls restrictions on all networked Moxi devices, the same settings must be established using the Parental Controls feature on each Moxi device.

How does the V-Chip feature on my TV work with Moxi?

When the V-Chip is activated on your TV and you tune to blocked content, the screen goes blank, the audio is completely muted, and the Moxi Menu and Flip Bar are also unavailable. This is because the V-Chip resides on and controls your TV. Moxi does not itself provide V-Chip functionality.

Using the Moxi parental controls setting instead of the V-Chip is preferred, and will not interfere with the Moxi Menu or Flip Bar.

TV Setup

I don't see a difference in picture quality for programs recorded on HD channels and those recorded on standard channels. What could be the reason?

If you have your Moxi Mate connected to an HD TV, live and recorded TV from HD channels should look much better than content from standard definition channels. Make sure your HD-compatible TV is attached to the Moxi Mate using HDMI or Component cables. Then go to **TV Setup** in the Settings category and make sure you have checked the highest resolution your HD TV supports.

© ARRIS Group, Inc. 2009. All rights reserved.

Return to the start of the document

Sound Effects

Can I stop the sound effects that play when I press a button on the remote?

Yes. In the Settings category, select **Sound Effects**, and then select Mute. Changing this setting does not affect the audio on your TV.

Secondary Audio

Can I change the language for a recorded program?

Yes, if the show is broadcast with secondary audio.

- Analog show— If you have an external analog tuner connected to a Moxi HD DVR, before recording an analog show ensure **Secondary Audio** is Enabled in **Settings/Secondary Audio.** You cannot change the language of a recorded analog show.
- Digital show—If a digital show offers secondary audio, alternate languages are available from the Flip Bar action menu. Tune to the show and press OK twice, or press info once, to display the Flip Bar action menu. If the show offers secondary audio, specific languages appear in the action menu. Select the desired language.

Schedule Recordings Remotely

How do I schedule recordings remotely at Moxi.com?

Using any PC, browse to www.moxi.com and sign into your Moxi account.

1. In your account, click **Online Scheduling**. An electronic program guide appears displaying two hours of programming for the current day and time.
2. Search for future shows using the Date and Time drop-down menus. The TV schedule changes accordingly, displaying the program guide in hour and a half increments.
3. Find the show you want to record, click the show name, and at the dialog box select Record or Record series.
4. At the success message click OK, and the show appears in the guide with the blue Scheduled for recording icon.

Using Media Link

What can I do with Media Link?

Media Link allows you to stream digital movies, videos, music, and photos from your computer to all Moxi devices on the Home Network, and to select and watch live TV and recorded TV content from connected Moxi HD DVRs using other Moxi HD DVRs and Moxi Mates. Because Media Link is DLNA based, it is completely plug and play; once you have connected your computer and Moxi HD DVRs to a Home Network router* and installed a DLNA server** on your computer, you should see that computer and all connected Moxi devices listed in the Media Link category of the Moxi Menu.

For additional information on requirements and recommendations to use Media Link, see the following FAQ items below:

*"What are the Home Network connection and speed requirements for Media Link?"

© ARRIS Group, Inc. 2009. All rights reserved.

**"Which DLNA media servers and Digital Media File Formats are recommended to use with Media Link?"

Return to the start of the document

What are the Home Network connection and speed requirements for Media Link?

The Home Network connection requirements depend on the Moxi configuration being used. Refer to the following table to determine the Home Network requirements for your configuration.

Moxi configuration	# of Moxi devices simultaneously in use	Connection speed	Recommended Connection types for optimal performance*
Single room Moxi HD DVR	N/A	100 Mbps	• Wired (for best performance) • MoCA adapters • Powerline AV adapters **Note:** Wireless adapters/bridges may be sufficient if you are NOT performing DLNA video streaming or downloading large amounts of data.
Multi-room (Multiple HD DVRs and/or Mates)	One Moxi HD DVR in use while two other Moxi Devices (HD DVR or Mate*) are streaming live or recorded content,	100 Mbps or higher	• Wired • MoCA adapters (We recommend any MoCA adapter kit that can transfer speeds over 100 Mbps. Most MoCA Ethernet adapter kits support 200 Mbps or higher) • Powerline AV adapters (e.g., HomePlug 1.0 AV). HomePlug Alliance-certified Powerline AV adapters can enable a reliable high speed network connection of up to 200 Mbps. Powerline AV adapters with a lower throughput are unlikely to work for multi-room configurations.

*Home Networking equipment sold separately by various manufacturers.

For Media Link to function properly, make sure that:

- Your Moxi HD DVR is not connected through a Virtual Private Network (VPN) tunnel.
- Your computer is set up to share content according to your server's instructions.
- Your server software is not blocked by a Firewall.

© ARRIS Group, Inc. 2009. All rights reserved.

Return to the start of the document

Which DLNA media servers and Digital Media File Formats are recommended to use with Media Link?

There are a variety of different DLNA based media servers available that can be used with the Moxi HD DVR but for the best end user experience we recommend the following ARRIS Group-validated Digital Media Servers. (Consult your computer software manufacturer to see which DLNA based media servers they officially support.) The DLNA media software on these servers provide additional functionality such as streaming of YouTube or Hulu videos and the play back of your Netflix instant DVD queue (PlayOn Digital Media Server software).

Windows Media Connect – Microsoft
PlayOn Digital Media Server – MediaMall
TVersity Media Server – TVersity
TwonkyMedia Manager- TwonkyMedia

The following Digital Media File Formats are supported:

	Natively supported media codecs	**Media codecs supported through Transcoding*** (*File types can be played by setting one of the recommended Media Servers to transcode to the natively supported filetype.)
Images	Jpeg	PNG GIF, BMP
Audio	MP3, Windows Media Audio, AAC (DRM unprotected), and LPCM	LPCM
Video	MPEG-1, MPEG-2, MPEG-4, H.264, and WMV files	

© ARRIS Group, Inc. 2009. All rights reserved.

Return to the start of the document

I am using Windows Media Player 11. How do I add files for streaming with Media Link?

To add files for streaming with Moxi Media Link via Windows Media Player 11, please follow the following steps;

5. Open Windows Media Player 11.
6. From the "library" media click "**add to Library**"
7. To add the path to the folder that contains your music, videos or pictures, select the "**advanced Options**" menu and click **add**.
8. Click **OK** in the confirmation note. Windows Media Player 11 scans your new folder for new files to stream.

Even if new files are not found to add to your WMP library, Media Link will automatically start monitoring that folder and displaying new media files in your Media Link menu.

Can I use the player controls (skip, replay, back, next) when watching media from PlayOn?*

Media from PlayOn is transcoded. Because PlayOn does not support player controls during transcoding, you will have to wait for transcoding to finish in order for player controls to work as expected. Player controls work as expected within a buffer that is created by rewinding back through the portion of the program that is already transcoded.

*PlayOn is a MediaMall Technologies product which must be purchased separately. You can download a 14 day trial license of PlayOn from **www.moxi.com**

Can I play photos in Media Link with music?

Currently there is not an option to select to play music with Media Link photos. Flickr-photo slideshows, selected from the Photos category, can play with Rhapsody® music.

Can I bookmark content in the menu structure of DLNA servers in Media Link for easier access?

Yes. Items that are bookmarked using the following procedure are added to the Moxi Menu category called **User Favorites**. The bookmarks display in the order they are created.

To create a bookmark for Media Link content:

1. In Media Link, navigate to the desired folder and press the **info** button on the Moxi remote to display an action menu.
2. Select the **add to favorites** option and then **close**.

To access bookmarked content:

1. Navigate to the **User Favorites** card on the horizontal axis of the Moxi Menu.
2. Scroll to desired bookmark and press OK on the Moxi remote.

To delete a bookmark, with the bookmark in center focus, press **clear** on the Moxi remote, or press **info** and select **delete** from the action menu.

© ARRIS Group, Inc. 2009. All rights reserved.

Return to the start of the document

Using MoxiNet

How do I type in information on websites that have text entry fields?

Highlight the text box and press OK to bring up the Moxi soft keyboard. Enter the text and select **submit** on the keyboard.

Can I access any website I want using MoxiNet?

Yes, in fact you can set up ten websites at a time using the **My Moxi Features** option in your account at Moxi.com. Your websites will display as options in the MoxiNet vertical menu along with the pre-set sites. Please note that, as with many embedded web-browsers, some functionality within certain sites may not be supported and certain websites will perform better than others when accessed from the Moxi HD DVR. For detailed instructions to setup your personal websites, see the Moxi Mate User Guide.

Instead of jumping to each link to navigate on a web page in MoxiNet, can I use the remote to move around the web page more freely?

Yes. You can bring up the virtual mouse arrow on an open web page in MoxiNet by pressing the "*" button on the Moxi remote. Then, use the remote arrow keys to move up/down/left/right on the web page. Dismiss the virtual mouse by pressing the "*" button again.

Using Photos

What photos can I view using the Photos option in the Moxi Menu?

After setting up Flickr in your account at moxi.com, Flickr photos and albums appear in the Photos vertical menu. Use Media Link to view photos shared from networked media servers.

What is Flickr®?

Flickr is a photo sharing community. The Moxi Menu enables you to add Flickr photo sets to your Moxi Photos category for viewing on your TV.

You can view a Flickr feature known as "Interestingness" or photos from other Flickr users in **Photos** without your own Flickr account. Use the **My Moxi Features** in your account at moxi.com to setup "Interestingness" and to select other Flickr users' photos. (Note: only Flickr sets that are marked public will display.)

If you want to upload your own photos to Flickr in order to view them on your TV, go to Flickr.com for a free Flickr account and then register your Flickr account information in your account at moxi.com.

Do I need a Flickr account to view my own photos on Moxi?

Photos stored on the computers used by your Moxi products are available on your Home Network-connected Moxi products using Media Link. You do not need a Flickr account in order to view your own PC-stored photos on Moxi.

If you want to view your own photos through Flickr, you must create a Flickr account at www.flickr.com and then register your Flickr account information in **My Moxi Features** in your account at moxi.com.

© ARRIS Group, Inc. 2009. All rights reserved.

Return to the start of the document

How do I see photos of other Flickr users on Moxi?

To add a Flickr user's photos to your Moxi Photos application go to your account at moxi.com, click **My Moxi Features** and then select Flickr. Search on the Flickr user whose photos you would like to view. Click Submit to add that user to your account. That user's publicly-shared photos will now appear in Photos on the Moxi Menu and can be viewed on your TV.

What happens to my Flickr photos if I select the option to "view as Mosaic"?

Mosaic is a new browsing feature for your Flickr photos. Scroll up, down and across your photos as they're displayed as a mosaic tile on your TV screen.

How do I select music to play with a Flickr slideshow?

With a Flickr album in center focus, select **slideshow music** and then choose from the available Rhapsody® music options. (The options depend on whether you have an active Rhapsody account.)

- No Rhapsody Trial or full Rhapsody account –slideshow music options are default playlists, Rhapsody Channel, and no music
- Rhapsody Trial or full Rhapsody account –slideshow music options are default playlists, Rhapsody Channel, Rhapsody Playlists and no music

Using Jukebox

Can I personalize the music I listen to on Finetune™ on the Moxi Mate?

You can use the Finetune™ application, accessed in the **Jukebox** category on the Moxi Menu, to listen to Finetune's music library. To personalize your Finetune music, set up an account at Finetune.com, and then register the account information in **My Moxi Features/Finetune** in your account at moxi.com. You'll be able to compile a personalized library that you can then access from your TV.

How do I find music on Finetune?

The Finetune home page presents the main menu options: Search, Featured Playlists, Stations, My Profile (customized music). There is also a photo of a featured artist which can be selected to access that artist's playlist. Select the "house" icon in the upper right corner to return to Finetune's home page.

How do I start my Rhapsody 30-day free trial?

Rhapsody is a subscription service that can be accessed in the Jukebox category on the Moxi Menu. You automatically have access to a 30-day free trial—just open the Rhapsody card in Jukebox and accept the terms. Your free trial starts immediately. If you have an existing Rhapsody Unlimited or Rhapsody to Go account, just enter your username and password in **My Moxi Features/Rhapsody** in your account at www.moxi.com.

© ARRIS Group, Inc. 2009. All rights reserved.

Return to the start of the document

How do I set up a Rhapsody subscription?

After the Rhapsody 30-day free trial expires, to continue to enjoy the Rhapsody experience, you must subscribe to Rhapsody. Follow these steps to subscribe and to register your Rhapsody account at moxi.com:

1. Visit www.moxi.com and sign in
2. Choose My Moxi Features
3. Click on Rhapsody
4. Click the Sign Up Now link. Another window will open that will take you to the Rhapsody sign up process at http://www.rhapsody.com/moxi/go.
5. Complete the Rhapsody sign up process and return to www.moxi.com
6. Enter your new Rhapsody username and password

If you have an existing Rhapsody Unlimited or Rhapsody to Go account, just enter your username and password at www.moxi.com.

How does Rhapsody work in the Moxi Menu?

Through the Rhapsody option in the **Jukebox** category in the Moxi Menu, you'll have access to all of the same features as Rhapsody's PC or Web client, including Rhapsody Radio, Playlist Central, and Rhapsody Music Guide. Search for your favorite artists, genres, albums, or tacks or listen to Rhapsody's recommendations to find something new. Create a customized collection by adding to your library. Select a Rhapsody playlist for a Flickr slideshow.

Can I access my Rhapsody account using a Moxi device while the account is being used on my computer?

Currently, the Rhapsody music service allows up to five devices to use the same account at the same time. For more information about your Rhapsody account, please visit http://www.rhapsody.com/moxi/go.

© ARRIS Group, Inc. 2009. All rights reserved.

Return to the start of the document

Section 4: Multi-room Functionality

On my Home Network, I have a Mate and one or more Moxi HD DVRs. What flexibility does that give me for watching live and recorded TV?

With Moxi version 6.1 and newer, networked Moxi devices can share TV tuners in addition to sharing recorded TV content. Access the Program guide information and Recorded TV content of networked Moxi HD DVRs through their server file structure in **Media Link**. See the Moxi HD DVR User Guide for more information.

Moxi version 6.1 and newer add the **Channels**, channel filters and **Search** cards to the Moxi Menu for networked Mates. The information is populated from the first networked Moxi HD DVR detected by the Mate's Media Link. Access the Program guide information and Recorded TV content of other (non-default) networked Moxi HD DVRs through their server file structure in **Media Link**.

Mates do not have the ability to schedule delete or manage recordings on networked Moxi HD DVRs; however, a Mate-user may tale a tuner from an HD DVR user (a courtesy notice appears on the DVR) and, when a tuner conflict note is presented to them, can select to cancel a recording. See the Moxi Mate User Guide for more information.

I have an SDV Tuning Adapter on a networked Moxi HD DVR. Is my Mate subject to the SDV policies when I am watching content streamed from that HD DVR?

Yes, the Mate will receive the SDV messages and is subject to the SDV policies. Respond to any messages you receive while watching streamed content.

Once in a while I see this message when watching streamed live TV: "No activity has been detected on this TV. Channel will be stopped in 15 minutes. Please select Yes if you wish to continue watching." Why does this message appear?

Moxi manages streamed content. When you start watching streamed live TV, a timer is started. After two hours and fifty-five minutes of inactivity (no remote presses), the message is presented to see if anyone is still watching the streamed content. The following actions are taken if there is no response to the note:

- Mate - the channel is changed to one that has an active recording on it. If no channels are recording, streaming will continue on the channel currently tuned.
- HD DVR – tunes to one of the resident tuners in the HD DVR.

© ARRIS Group, Inc. 2009. All rights reserved.